PURPOSE

This University of Nevada, Reno Facilities Maintenance Services Standard Operating Procedure (SOP) provides guidelines for reassigning Work Orders when either the wrong person or Craft received the initial Work Order or additional work is required by a different Craft to meet the final expectations of the customer. The goal of this SOP is to provide the best customer service possible.

RESPONSIBILITY

In the event a Work Order is assigned either to the wrong Craft or additional work must be completed by a different Craft, it is the responsibility of the person originally identified in the Work Order to ensure the Work Order is successfully passed onto the next responsible supervisor.

PROCEDURE

**Re-tasking**
To re-task a Work Order:
1. Edit the work order in TMA;
2. Enter the complete date for the wrong Task;
3. Add comments on the Results tab for the wrong Task (issued to wrong shop, reassigned);
4. Add the correct Task code;
5. Save the Work Order;
6. Print the Work Order;
7. Communicate with the next responsible supervisor; and
8. Deliver the Work Order to the next responsible supervisor.
The person originally assigned is responsible for the Work Order until it is delivered and acknowledged by the supervisor receiving it. The delivery can be via computer but communication must take place in person or over the phone. Leaving a message or sending an e-mail is not adequate communication.

Additional Tasks
When a Work Order requires the involvement of other Crafts, a Task should be added by the Craft Supervisor receiving the Work Order:

1. Complete the Task as assigned;
2. Login to TMA;
3. Select Trade/Task and add hours and completion date for work completed by your Shop;
4. Selecting add a Task;
5. Choosing the correct Task code for the next Craft;
6. Save the Work Order;
7. Communicate with the next responsible supervisor; and
8. Deliver the Work Order to the next responsible supervisor.

The person originally assigned is responsible for the Work Order until it is delivered and acknowledged by the supervisor receiving it. The delivery can be via computer but communication must take place in person or over the phone. Leaving a message or sending an e-mail is not adequate communication.

IMPLEMENTATION

The Assistant Directors/Managers are responsible for the implementation of this SOP within respective area(s) of responsibility.

TRAINING

All personnel receiving Work Orders shall receive training on the Work Order Reassignment SOP. The Assistant Directors shall ensure regular review of and compliance with the SOP.

COMPLIANCE

Compliance with all UNR and FSD policies and procedures is required of each employee. Failure to comply with this SOP may result in disciplinary action as outlined in the Nevada Administrative Code, the Nevada System of Higher Education Prohibitions and Penalties, and/or the Nevada System of Higher Education Board of Regents Handbook.